



**TOWN OF FRAMINGHAM
MASSACHUSETTS**

**RFP#16-49
December 2, 2015**

**NOTICE OF VACANCY
December 2, 2015**

POSITION: Systems Integrator / Software

DEPARTMENT: Public Works

SALARY: PW-14 \$53,532 - \$67,673

HOURS: Monday – Friday 7:00 a.m. to 3:00 p.m.

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

Carries out the mission of the Department of Public Works relative to the implementation of technology based management systems through; design, programming, documentation, and execution of both in-house and vendor developed applications intended to achieve the Department's operational goals and objectives and by the provision of ongoing management, troubleshooting, resolution, end-user support and training.

The incumbent is the Department's first point of contact for technology programs between Public Works and the Technology Services Department.

SUPERVISION RECEIVED:

Works under the general direction of the Deputy Director of Public Works.

SUPERVISION EXERCISED:

Occasionally responsible for directing the work of subordinates, contractors, and vendors.

DUTIES AND RESPONSIBILITIES:

The incumbent shall manage, facilitate training, and operate the Department's Information Management Systems. Provide technical support of the network and software integrations related to the further development of the Geographic Information System; the coordinated application of the Department's interoperable Telecommunications system; the Work Order and Asset Management Systems and Automatic Vehicle Location and Geographic Positioning systems.

This will include direct coordinated interaction with Department vendors and consultants toward the development, implementation and operation of the Department's Information Management Systems.

Act as liaison with the Town's Technology Services Department as related to the implementation and sustained operation of the communications and technical components of this system.

Field incoming help desk requests from end users to resolve application and software issues with servers, databases, and other critical systems related to the Department's Information Management Systems.

Coordinate and facilitate technical training for Department staff. Directly interact with the Technology Services Department as well as vendors toward the scheduling and performance of training as related to the Department's communication and information management systems.

Independently or in conjunction with vendors and consultants, diagnose and resolve technology issues. Thoroughly test and implement new software versions and revisions in coordination with Department staff.

Provide technical support of the network and software integrations for the further development of Security and Access Control Systems for Critical Public Works Facilities as well as, for other significant Town Facilities and assets. Maintain and recommend improvements for workforce management software including the Kronos application.

Provide technical support of the web-based integrated GIS asset and work management system.

Provide technical support of the networked and software integrations related to the further development of the remote management of the Town's Public Utility SCADA Program including Water Distribution systems, Wastewater Collection and Transport systems, and Storm water Management systems.

Maintain proficiency in all applications of responsibility. Attend training seminars, workshops and sessions to keep current with application upgrades and improvements. Remain informed of the latest developments in computer hardware and software applications and their potential enhancement to the efficiency of Framingham Town government and to the Department of Public Works Program functions.

Participate in Technology Services Division/Department of Public Works meetings as required including developing, updating, and monitoring of Department systems.

Perform duties as required for Department of Public Works functions during emergency operations, such as participating in winter weather operations and other essential functions as necessary.

Any other related duties that may be required.

Due to the importance of emergency response during winter weather events, vacation usage is restricted from November 15 to April 15 each year.

QUALIFICATIONS AND ENTRANCE REQUIREMENTS

WORKING KNOWLEDGE OF THE FOLLOWING:

Experience in installing, configuring, and maintaining Windows based systems and software.

Familiarity with TCP/IP protocols, firewall management, and database administration.

Strong knowledge of system testing and software quality assurance best practices and methodologies.

Hands-on hardware and software troubleshooting experience.

THE ABILITY TO:

Manage multiple priorities with a high degree of accuracy and make decisions requiring mature judgment under conditions of tight scheduling in the performance of critical functions.

Audit, interpret, and evaluate information and present recommendations on improving methods, operating practices and procedures.

Develop written documentation, policies and procedures.

Maintain and follow-up on logs and enhancement requests

Interact with and train users.

ENTRANCE REQUIREMENTS:

Bachelor's Degree with emphasis on Business, Computer Science or related field.

Minimum of 2 years of experience developing and implementing operational and information management systems.

Must possess a valid Commonwealth of Massachusetts Driver's License.

PERFORMANCE EVALUATIONS:

Performance evaluations shall be performed annually by the Division Director or his/her designee. These evaluations shall be used to establish goals and objectives, measure progress and accountability, and to identify areas where an employee's performance may require improvement.

A good performance evaluation shall be the minimum requirement in order to achieve an annual step increase in wage.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.